

Performance
Evaluation &
Research Division
(PERD)

PERD's Objectives:

Objectives of this audit were to determine if the DMV is positioning itself in an efficient and appropriate manner in order to reduce its operating costs as the expansion of technology becomes more available to serve the public, and to evaluate the DMV's website for user-friendliness and transparency.

Key Recommendations:

The DMV should:

Consider developing plans that determine the correlation between online and Kiosk transactions, regional office wait-times, transactions per regional office employee, customers per regional office employee, regional office staffing, and non-regional office staffing.

Establish goals for customer wait-times, and online and Kiosk transactions as a percentage of total transactions, and compile data on wait-times, the number of service-seeking customers at regional offices, and the average in-person transaction time.

Determine the optimal point in which regional office staffing can be reduced considering data on wait-times, in-person transaction percentages of total transactions, in-person transactions per regional office employee, and the number of customers per regional office employee.

Consider modest improvements to its website.

September 2022

Performance Review: Division of Motor Vehicles (DMV)

Agency Purposes: The DMV, as established in West Virginia Code §17A-2, is to provide essential motor vehicle and driver services, facilitate interstate travel by promoting reciprocity for West Virginia vehicles and drivers in other states, promote highway safety, and collect revenue for highway maintenance and construction programs.

What Did PERD Find?

- As customers increasingly use DMV online services to complete transactions there are fewer in-person transactions at regional offices.
- From FY 2014 to FY 2022, combined transactions at DMV regional offices have declined by an average of 40 percent.
- Although in-person transactions at regional offices are declining, the DMV is adding two full-service regional offices to its total.

Table 1 DMV Customer Service Transaction Format Number and Percentage of Total Transactions* FY 2014 through FY 2022						
FY	Total Transactions	Regional Office	Online	Kiosk	Regional Office Transaction Percentage	Online & Kiosk Transactions Percentage
2014	1,988,439	1,944,606	43,833	---	98%	2%
2015	2,021,813	1,916,585	105,228	---	95%	5%
2016	2,218,240	2,017,253	200,987	---	91%	9%
2017	2,327,537	1,988,278	335,861	3,388	85%	15%
2018	2,142,920	1,735,019	390,100	17,801	81%	19%
2019	2,164,767	1,698,107	439,415	27,245	78%	22%
2020	1,989,805	1,338,711	619,350	31,744	67%	33%
2021	2,060,793	1,232,620	784,740	43,433	60%	40%
2022	1,839,076	1,165,721	639,973	33,382	63%	37%
Source: PERD calculations of data provided by the DMV. *These figures do not include transactions received through the U.S. mail.						

PERD also found the following:

- Nearly 80 percent of DMV vehicle and driver services are available online.
- From FY 2014 through FY 2022, DMV staffing levels remained virtually unchanged.
- The DMV has not conducted any type of analysis related to the increasing use of technology to serve the public and its operating costs.